



DV-alert

Domestic and Family Violence Response Training

Pre-enrolment Course Information

CHCDFV001:

Recognise and respond appropriately to domestic and family violence



Domestic and Family Violence Response Training

For health, allied health, education, childcare and community frontline workers.

Delivery of training and assessment on behalf of Lifeline Australia (RTO 88036)

Funded by the Australian Government Department of Social Services.

Training delivered by

 Lifeline



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The DV-alert Program

1 Welcome

DV-alert is a domestic and family violence response training program funded by the Australian Government Department of Social Services.

Using the DV-alert model of Recognise, Respond and Refer™, the training program focuses on developing and increasing knowledge and skills of individuals to recognise the signs of domestic and family violence, respond with appropriate care and refer people experiencing, or at risk of, domestic and family violence to appropriate support services.

The alarming statistics on domestic and family violence in Australia are a contributing factor behind the drive for *The National Plan to End Violence against Women and Children 2022-2032*

2 Lifeline Australia RTO 88036– Nationally Recognised Training Organisation

Lifeline Australia RTO 88036 is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA).

Lifeline Centres and our partner trainers around Australia deliver nationally recognised training and assessment services in accordance with the vocational education and training (VET) Quality Framework under a third-party service agreement with Lifeline Australia as the RTO.

Lifeline Australia is responsible for:

- The quality of training and assessment provided
- The issuing of all statements of attainment under its scope of registration

2.1 DV-alert Program

The DV-alert Program is administered by Lifeline Australia. Lifeline Australia recognises DV-alert as being integral to its own broader strategic framework in supporting Australians in times of crisis and equipping individuals and communities to be resilient and suicide-safe.

After successful completion of all requirements, learners will obtain a Statement of Attainment for the unit of competency of CHCDFV001 Recognise and respond appropriately to domestic and family violence.



3 Entry Requirements

3.1 Learner Enrolments

To participate in the DV-alert Program, prospective learners are required to complete the online enrolment form on the DV-alert website, www.dvalert.org.au.

As part of the enrolment process all prospective learners will be required to:

- Provide proof of age identification. Learners must be 18 years of age or over.
- Provide Lifeline Australia with their Unique Learner Identifier (USI) number, or apply for one if they do not have one- Refer to 5.2 below
- Meet residency or visa requirements. Refer to 5.3 below.

Applicants may also be required to complete a Language, Literacy and Numeracy (LLN) assessment. Refer to 5.4 below.

Enrolment is confirmed once all requirements have been met and are subject to minimum and maximum workshop attendance numbers.

3.2 Eligibility to Enrol

The table below outlines who is eligible to enrol for which stream of the DV-alert Program. There are different workshops for those in frontline roles working directly with clients who may be subjected to domestic and family violence, and for the general public.

	General Public	Frontline Workers, Volunteers or Learner Placement
Entry Requirements		
• Have a unique learner identifier. Refer to 5.2 below.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Live in Australia and have Australian or New Zealand citizenship. Refer to 5.3 below.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Be aged 18 or above.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
• Have a working computer with functional camera and access to the internet to complete the required training.	<input checked="" type="checkbox"/> Required for virtual training	<input checked="" type="checkbox"/> Required for eLearning and virtual training programs.
• Be working in health, allied health, education, childcare or community sectors.		<input checked="" type="checkbox"/>
• Applicants may be required to complete a Language, Literacy and Numeracy (LLN) assessment, depending on the training selected.		<input checked="" type="checkbox"/>
Audience by Stream		
DV-alert Training		
• DV-alert (face-to-face, virtual) <ul style="list-style-type: none"> ○ Foundations ○ First Nations 		<input checked="" type="checkbox"/>
• DV-alert (eLearning) <ul style="list-style-type: none"> ○ General ○ Women with Disability ○ Foundations 		<input checked="" type="checkbox"/>
DV-alert 1-Day focused workshops*		
• Engaging with Interpreters		<input checked="" type="checkbox"/>
• First Nations		<input checked="" type="checkbox"/>



• Gendered Violence in Diverse Communities		<input checked="" type="checkbox"/>
• Men who use Violence		<input checked="" type="checkbox"/>
• Multicultural		<input checked="" type="checkbox"/>
• Women with Disability		<input checked="" type="checkbox"/>

Public workshops		
• DV-aware (2-Hour or 1-Day)	<input checked="" type="checkbox"/>	Not recommended
• Brothers Standing Tall	<input checked="" type="checkbox"/>	

3.3 Recognition of Prior Learning

A Recognition of Prior Learning (RPL) pathway is available to experienced frontline workers who wish to compile evidence of their knowledge, skills and experience instead of completing the coursework and assessment. To apply for RPL please refer to the *Recognition Policy* in the RTO Manual. Please note, once you have commenced training, you are no longer eligible to apply for RPL.

3.4 Materials and Equipment

Learners will be provided with access to training materials for the stream they are enrolled in.

- For face-to-face workshops learners will be provided with the workbook when attending the workshop
- For virtual workshops a participant workbook will be posted to you
- For eLearning learners will be provided with access to the DV-alert Moodle platform

Learners are required to have a computer and the internet in order to participate in either virtual or eLearning channels. For virtual workshops, learners will require a functioning camera connected to their computer which will need to be on throughout the training.

4 Course Fee Information

The DV-alert Program is funded by the Australian Government Department of Social Services, so there is no cost for eligible learners to attend the training.

5 Registered Training Organisation Requirements

5.1 Nature of Guarantee to Learners

Lifeline Australia is committed to completing the outlined training and assessment once learners have commenced their study and meeting all its learner responsibilities.

In the event of being unable to commence or complete the course, Lifeline Australia will, if possible, arrange for agreed training and assessment to be completed through another Registered Training Organisation.

Prior to the transfer to another RTO, affected learners will be formally notified of the arrangements, and an agreement to those arrangements.



5.2 Unique Student Identifier

All learners are required to have a Unique Student Identifier (USI). A USI is a reference number that gives learners access to their USI account. A USI will allow an individual's USI account to be linked to the National VET Provider Collection allowing an individual to see all their training results from all providers, including all completed training units and qualifications.

The USI makes it easier for learners to find and collate their VET achievements in a single authenticated transcript and will ensure that learners' VET records are not lost. The USI is available online and at no cost to the learner.

Lifeline Australia cannot issue a statement of attainment to learners who do not have or have not advised their USI, regardless of whether they have completed the training. To create your USI number, visit www.usi.gov.au.

5.3 Eligibility for Training and Learner Visa Requirements

The Commonwealth Register of Institutions and Courses for Overseas Learners (CRICOS) is a register of Australian education providers that recruit, enroll and teach overseas learners. As Lifeline Australia (RTO 88036) is not registered under CRICOS, any learners who are not Australian or New Zealand citizens, or do not have a Permanent Residency status, must provide a copy of their passport and visa details to the Lifeline Centre so that a Visa Entitlement Verification Online (VEVO) check can be completed. Lifeline Australia and its third parties are required to adhere to any conditions attached to an individual's visa status regarding study and training options.

5.4 Learner Language, Literacy and Numeracy (LLN)

Applicants may be required to complete a Language, Literacy and Numeracy (LLN) Assessment prior to being accepted into the course.

Learners who are identified as requiring additional training will be advised of the type of training required. Additional costs may be related to this and you will be advised in writing if the Trainer/Centre is providing this additional training. If the Centre is unable to do so, where possible an alternative training provider will be recommended.

5.5 Additional Support for Learners

As an RTO, Lifeline Australia may exercise reasonable adjustment to our training and assessment practices delivered by its third parties if required (refer to the RTO Compliance Manual for more information about Reasonable Adjustment). In addition, Lifeline seeks to ensure the DV-alert Program is accessible to a range of learners so that, for example, people with physical or hearing impairments are not necessarily precluded from completing these workshops, but there are limitations to the amount of support we are able to provide. Please discuss your needs to determine whether we are able to accommodate your needs.



5.6 Financial Support for Learners – Travel Reimbursement

There is financial support available to support travel costs for people enrolled in DV-alert 2-day workshops or 1-day focused workshops, excluding in-house workshops, who meet [the eligibility criteria](#).

What can be claimed

Frontline workers satisfying the above criteria may be reimbursed a maximum of \$220, including GST, for attendance at a one-day workshop, or \$440, including GST, for attendance at a two day workshop, to cover travel and accommodation expenses.

Yes	No
<ul style="list-style-type: none">• Hotel, motel or caravan park accommodation• ATO rate per km in person motor vehicle• Bus, train and taxi fares• Car hire, when no cheaper alternative• Parking• Airfares.	<ul style="list-style-type: none">• Meals• Petrol or diesel• General incidentals• Change or cancellation fees for travel or accommodation.

If the workshop is in a very remote location, you may be able to claim three nights' accommodation but only within the reimbursement total of \$440, including GST.

How to claim

Click on the link below. Complete the required fields and follow the instructions on the form. Remember to retain a copy of your receipts and any other records of your travel costs.

[Travel Reimbursement Claim form](#)

5.7 Financial Assistance – Staff Backfill

In addition to free training, DV-alert also provides financial assistance to help with staff backfill while frontline staff attend a DV-alert workshop.

This payment may be available to the employer of a frontline worker who is attending a DV-alert workshop and who's organisation meets the eligibility criteria. It is not available to self-employed workshop attendees. [Click here to view the eligibility criteria and apply](#)

What can be claimed

Employers of frontline workers may be reimbursed to a maximum of \$275, including GST, for staff members attending a one day workshop, or \$550, including GST, for staff members attending a two day workshop, towards the cost of a locum to fill the frontline worker's position.



How to claim

To claim this payment, employers need click on the link below and complete the required fields. Appropriate evidence and an invoice must also be submitted.

Appropriate evidence constitutes one or more of the following:

- a receipt
- an invoice from a temp agency
- an invoice from an individual providing the backfill service
- a timesheet with name of staff providing backfill and dates
- a letter from HR.

[Staff Backfill Claim form](#)

6 DV-alert Learning Pathways

The DV-alert nationally recognised training has three pathways of learning which lead to assessment for the unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence. Successful completion of the assessment leads to a **Statement of Attainment**. (Refer to Figure 1)

- Foundations / First Nations (Metropolitan RA1 to RA2) stream
- eLearning streams:
 - General
 - Women with Disability
- First Nations (Rural and Remote in RA3 to RA5)

At the completion of learning, it is anticipated that learners will have met the skills, knowledge and attributes required to recognise, respond appropriately and refer people who are experiencing, or at risk of, domestic and family violence, regardless of whether they complete the assessment or not.

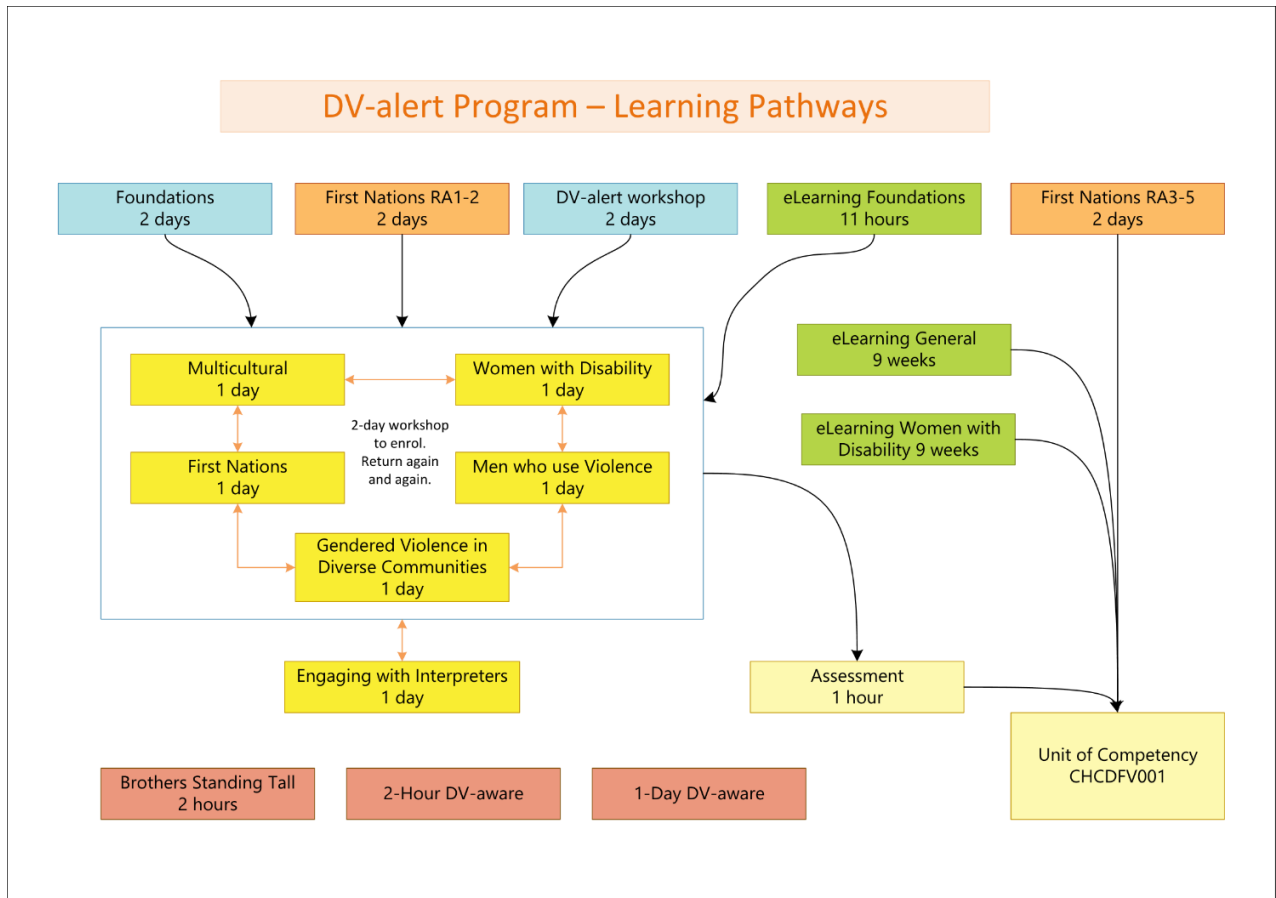


Figure 1 DV-alert Program Learning Pathways

6.1 DV-alert Workshops

6.1.1 Primary Audience

DV-alert workshops are free for people working, volunteering or on learner placement working directly with clients in health, allied health, education, childcare or community sectors.

6.1.2 Workshop Delivery and Support

The face to face and virtual training of the DV-alert Program are delivered by Lifeline Centres and our partner trainers on behalf of Lifeline Australia, whilst the eLearning program is assessed and supported by Lifeline Australia. Refer to the DV-alert website <https://www.dvalert.org.au/> for information about our Centres and their locations.

6.1.3 Assessment

In order to obtain the **Statement of Attainment**, learners will be required to complete two assessments; a written assessment completed either throughout the program (eLearning) or at the end of the program (face to face and virtual) and a final performance assessment which involves responding to three different clients in a simulated conversation. The performance assessment is conducted live either virtually or face to face with an assessor and a third Lifeline person as the client. Learners will be assessed against the performance criteria and underpinning knowledge of the unit of competency.



Lifeline Australia has the assessment policy and procedures to ensure learners submit their own work. Refer to the RTO Compliance Manual for more information.

Assessment has been designed in accordance with the unit of competency. Learners will be given ample opportunity to demonstrate their level of competency for assessment and be provided with feedback to support their learning, personal and professional development. If areas are identified where a learner requires further support and development, this will be provided and there will be opportunity for reassessment.

6.1.4 Workshop Pathways

DV-alert Foundations Learning Pathway

The DV-alert Foundations Learning Pathway is made of three components plus assessment.

1. DV-alert Foundations or First Nations¹ 2-Day workshop
 - This workshop provides practical knowledge and skills in implementing the **Recognise, Respond** and **Refer** Model © in a frontline worker context.
2. Offered as a standalone workshop or as part of the pathway towards achieving accreditation. DV-alert eLearning Foundations
 - This course is focused on providing further depth of to your learning journey including the underlying principles, theoretical frameworks and the **Recognise, Respond** and **Refer** Model © which form the foundation of the DV-alert Program.
 - This course is designed as self-paced, online learning and will take approximately 11 hours to complete.
 - Offered as a standalone course or as part of the pathway towards achieving accreditation.
3. DV-alert 1-Day focused workshops
 - These workshops build further knowledge and skills in working with people experiencing domestic and family violence within specific contexts including First Nations communities, women with disability, multicultural communities, complex forms of violence and engaging with interpreters. *Refer to a detailed explanation of each workshop below.*

Offered as standalone workshops or as part of the pathway towards achieving accreditation. Once each of the above components has been completed, a learner can enrol in the Assessment session. Successful completion of the assessments will achieve a nationally recognised Statement of Attainment against CHCDFV001 Recognise and response appropriately to domestic and family violence.

¹ A face-to-face accredited DV-alert 2-Day First Nations workshop is available for those learners living in RA3, RA4 and RA5 areas of Australia. Refer to the DV-alert First Nations section for more information.

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DV-alert 2-Day Foundations

In this pathway learners learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic and family violence and what best practice methods should be used to refer people on to the most appropriate support services across a wide range of contexts.

DV-alert Foundations is available via:

- Face to face delivery over 2 days (approximately 14 hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total)

Learners will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of clients who may be experiencing domestic and family violence
- Respond appropriately with immediate interventions and support needs of clients including safety planning
- Refer clients to appropriate services and support.

DV-alert eLearning

Learners learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic and family violence and what best practice methods should be used to refer people on to the most appropriate support services across a wide range of contexts.

DV-alert eLearning provides the following three courses:

- eLearning General - self-paced eLearning course completed over 9 weeks (approximately 5.3 hours of learning per week including one-hour self-study).
- eLearning Women with Disability - self-paced eLearning course completed over 9 weeks (approximately 5.3 hours of learning per week including one-hour self-study)
- eLearning Foundations – self-paced eLearning course which provides further depth to the [Foundations Learning Pathway](#) including the underlying principles, theoretical frameworks and the Recognise, Respond and Refer Model © which form the foundation of the DV-alert Program.

Learners will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of clients who may be experiencing domestic and family violence
- Respond appropriately with immediate interventions and support needs of clients including safety planning
- Refer clients to appropriate services and support.



DV-alert First Nations Workshops

No exclusion is intended, all First Nations women who identify as women, including cisgender women, and First Nations people who are gender and sex diverse are to be considered when discussing violence against First Nations Women and Children, this also includes First Nations Elders and those with disabilities.

We acknowledge that when we say “First Nations” we are inclusive of both Aboriginal and Torres Strait Islander people as all are First Nations People.

Considering the context of violence against First Nations Women and Children you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The DV-alert First Nations workshop emphasises a fourth ‘R’, Respect. With respect for culture being the underpinning value, the DV-alert First Nations Workshop has a particular focus on carrying out the triple R approach in a way that respects First Nations people’s cultural beliefs and practices.

First Nations Workshops are co-delivered and lead by First Nations Subject Matter Experts.

For those living and working in RA3, RA4 and RA5 zones throughout Australia, this workshop is offered as an accredited workshop with assessment included in the 2-day format.

For those working in RA1 and RA2 zones throughout Australia this workshop is offered as an alternative to the non-accredited DV-alert Foundations workshop offered as part of the DV-alert Foundations Learning Pathway.

Learners will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of Aboriginal and Torres Strait Islander clients who may be experiencing family violence
- Respond appropriately to immediate interventions and support needs of Aboriginal and Torres Strait Islander clients including safety planning
- Refer Aboriginal and Torres Strait Islander clients to appropriate services and support.

1-Day focused workshops

Learners must have attended a 2-Day DV-alert workshop after 2013 in order to be eligible to attend any of the 1-Day focused workshops.

DV-alert First Nations Workshops

No exclusion is intended, all First Nations women who identify as women, including cisgender women, and First Nations people who are gender and sex diverse are to be considered when discussing violence against First Nations Women and Children, this also includes First Nations Elders and those with disabilities.

We acknowledge that when we say “First Nations” we are inclusive of both Aboriginal and Torres Strait Islander people as all are First Nations People.

Considering the context of violence against First Nations Women and Children you'll learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most



appropriate support service.

The DV-alert First Nations workshop emphasises a fourth 'R', Respect. With respect for culture being the underpinning value, the DV-alert First Nations Workshop has a particular focus on carrying out the triple R approach in a way that respects First Nations people's cultural beliefs and practices.

First Nations Workshops are co-delivered and lead by First Nations Subject Matter Experts.

Learners will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of Aboriginal and Torres Strait Islander clients who may be experiencing family violence
- Respond appropriately to immediate interventions and support needs of Aboriginal and Torres Strait Islander clients including safety planning
- Refer Aboriginal and Torres Strait Islander clients to appropriate services and support.

Please note learners who attend the 2-Day DV-alert First Nations course are not eligible to attend the 1-Day First Nations focused workshop.

DV-alert Women with Disability

While taking into account the unique issues, barriers and contexts faced by women with disability in Australia, learners will learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The Women with Disability focused workshop is available via:

- Face to face delivery (approximately 14hours in total)
- Virtual delivery, when available, over 3 days (approximately 15.5 hours in total)
- Self-paced eLearning over 9 weeks (approximately 5.3 hours of learning per week including one-hour self-study).

Learners will be able to use the knowledge and skills gained to:

- Identify and respond to the needs of women with disabilities who may be experiencing domestic and family violence
- Respond appropriately to immediate interventions and support needs of women with disabilities including safety planning
- Refer women with disabilities to appropriate services and support.

DV-alert Multicultural

While taking into account the specific context and issues by multicultural communities in Australia, workshop learners will learn how to recognise the signs of domestic and family violence, how to respond to someone experiencing domestic violence, and what best practice methods should be used to refer people on to the most appropriate support service.

The DV-alert Multicultural focused workshop can also delivered virtually, upon approval.

Learners will be able to further develop their knowledge and skills to:

- Identify and respond to the needs of multicultural clients who may be experiencing domestic and family violence



- Respond appropriately with immediate interventions and support needs of multicultural clients including safety planning
- Refer multicultural clients to appropriate services and support.

DV-alert Gendered Violence in Diverse Communities

This workshop offers further learning on trafficking/slavery, forced marriage, dowry abuse and female genital mutilation/cutting. Workshop learners will learn about recognising the signs of these complex forms of violence, and how to respond appropriately and refer people for specialist support.

Learners will learn to:

- Draw links between complex forms of violence and domestic and family violence
- Identify root causes of complex forms of violence
- Recognise, respond and refer people experiencing complex forms of violence.

DV-alert Men who use Violence

This workshop offers further learning on the drivers of men's use of violence, and how to take actions that will lower the risk these men present to their partners and children.

Learners will learn to:

- Assist people who encounter instances of males who use violence in their capacity as frontline workers
- Select approaches that lower the risk these men present to their partners and children
- Avoid actions which may raise the levels of danger these men may present to their partners and children.

DV-alert Engaging with Interpreters

Workshop learners will learn how to engage effectively with an interpreter in the context of domestic and family violence. This workshop is not for interpreters. It is for frontline workers who may need to engage with interpreters in the course of their work. The aim is to equip frontline workers with the knowledge and skills to engage effectively and safely with an interpreter in domestic and family violence contexts.

Learners will learn to:

- Work with an interpreter to recognise and respond appropriately to people subjected to domestic and family violence
- Consider the requirements for organising and working effectively with an interpreter
- Develop practices to support communicating with women presenting with language barriers.



6.1.4 Course Commencement Date

Face to face and virtual workshops: refer to the DV-alert website <https://www.dvalert.org.au/> for information about course commencement dates.

eLearning courses: we offer weekly enrolment for our eLearning courses but subject to the enrolment approval.

Non-accredited Workshops

6.2.1 DV-aware Workshops for the General Public

2-Hour DV-aware

This is an introduction to understanding domestic and family violence. Workshop learners will learn the different signs and forms of abuse, and what to do if encountering someone who is experiencing domestic and family violence.

Learners will be introduced to knowledge and skills to enable them to:

- Describe the different forms of abuse that constitute domestic and family violence
- Explain the linkages between power and control and domestic and family violence
- Describe what they can do if they know someone who is experiencing domestic and family violence.

1-Day DV-aware

Workshop learners will gain an understanding of the complexities of domestic and family violence and learn how to recognise the signs, how to respond safely and how to refer when necessary.

Learners will gain knowledge to:

- Identify the different signs and forms of abuse that constitute domestic and family violence
- Learn about the Cycle of Violence and the Duluth wheels of power and control, equality and empowerment
- Reflect on and share what they can do if they know someone who is experiencing domestic and family violence

Brothers Standing Tall

This is an introduction to understanding family violence and the impacts on Aboriginal and Torres Strait Islander families. Learners will gain insight into these issues and consider how family violence can be prevented within communities.



7 Benefits to Attendance

Attendance at both DV-alert nationally recognised training and non-accredited workshops of the DV-alert Program will help to build knowledge and skills to be able to recognise and respond to people experiencing, or at risk of, domestic and family violence. The accredited workshops offer deeper learning of the knowledge and skills specifically for frontline workers.

By participating in the nationally recognised training, learners will:

- Receive a statement of attainment for the unit of competency CHCDFV001 Recognise and respond appropriately to domestic and family violence on successful completion of the assessments. This unit of competency forms part of the CHC Community Services Training Package
- Have an opportunity to network with other support workers and increase their knowledge of local resources and support
- Receive tools and references for domestic and family violence support and referral.

8 Legislative and Regulatory Responsibilities

Lifeline Australia must comply with relevant Commonwealth, state and territory legislative and regulatory requirements within which it operates and meets its purpose. While Lifeline Australia has the obligation to comply with relevant legislation and regulations, learners also need to be aware as they may impact you when participating in your training, during work placement and internship.

The relevant legislation and regulations Lifeline Australia must comply with is listed below. Where applicable, further information is provided where the impact on the learner needs to be reinforced.

Not for Profit Charity		Registered Public Company			
Registered Not For Profit Charity	Registered Training Organisation	Conduct	People and Employment Practices	Corporate Laws	Financial (Including Tax)
<ul style="list-style-type: none"> • Australian Charities and Not-for-Profits Commission (ACNC) Act and Regulations • Charities Act • State based Charitable Collections Acts 	<ul style="list-style-type: none"> • Vet Quality Framework • Standards for Registered Training Organisations • ASQA qualification framework • Copyright Act 	<ul style="list-style-type: none"> • Lifeline Code of Conduct • Crimes Acts • Criminal Codes • Income Tax Assessment Act 	<ul style="list-style-type: none"> • Anti-discrimination Laws • National Employment Standards • Superannuation Guarantee (Administration) Act * • Fair Work Act * • Independent Contractors Act • Work Health and Safety Act • Workplace Gender Equality Act 	<ul style="list-style-type: none"> • Constitution of Lifeline Australia • Corporations Act 	<ul style="list-style-type: none"> • Corporations Act • ACNC Act • Taxation Laws including Income Tax Assessment Act and PAYG • Accounting Standards • Payroll Tax
Fundraising	Marketing	Retail (lifeline.org.au)	Monitoring & Call Recording	Privacy	Data Security
<ul style="list-style-type: none"> • State based Charitable Collections Acts 	<ul style="list-style-type: none"> • Trademarks Act • Trademarks Licence Agreement • Spam Act and Regulations • Do Not Call Register Act and Regulations • Competition and Consumer Act • Web Content Accessibility Guidelines[^] 	<ul style="list-style-type: none"> • Competition and Consumer Act • Payment Card Industry Data Security Standards • Fair Trading Laws (State Based) • Web Content Accessibility Guidelines[^] 	<ul style="list-style-type: none"> • Surveillance Devices Act 2007 (NSW) • Telecommunications (Interception and Access) Act • Workplace Surveillance Act 2005 (NSW) 	<ul style="list-style-type: none"> • Health Record and Information Privacy Act 2002 (NSW) • Privacy Act • Privacy (Tax File Number) Rules 	<ul style="list-style-type: none"> • Payment Card Industry Data Security Standards • ISO 27001 Information Security Management[^]
Volunteering	Child Safe Working	Trust Law /Wills & Estates	Mental Health Services	Grants	Potential Future Focus Areas
<ul style="list-style-type: none"> • National Volunteering Standards[^] • Civil Liability Act (NSW and other state equivalents) 	<ul style="list-style-type: none"> • DSS /Human Services Child Safety Statement of Compliance (for each state) • National Principles for Child Safe Organisations and State Based equivalent • Working with Children State Based Obligations 	<ul style="list-style-type: none"> • Income Tax Assessment Act • State Based Succession Acts (where required) 	<ul style="list-style-type: none"> • National Safety and Quality Digital Mental Health Standards and State Based equivalent[^] 	<ul style="list-style-type: none"> • Lifeline must comply with all conditions of grants and funding requirements 	<ul style="list-style-type: none"> • Human Rights • Modern Slavery Act ** • Sanctions Laws

Notes:
^{*}Does not apply to volunteers
[^]Indicates Voluntary Standard
^{**}Applies where consolidated revenue over \$100 million or where required by other parties as part of Lifeline services.

Table 1.0 – Regulatory Scan as at 22 November 2022 (Source: Lifeline Australia_Compliance Policy_1.0)



8.1 Anti-discrimination Laws

Anti-discrimination laws operate at both the Commonwealth and state or territory levels. The purpose of anti-discrimination laws is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, accommodation and employment. Anti-discrimination applies to a person's race, religion, age, colour, sex, physical and/or mental capacity.

For more information, refer to [Australian Human Rights Commission > A quick guide to Australian discrimination laws](#).

8.2 Child Safety

Lifeline Australia complies with the National Child Safety Principles and have measures in place to provide a child safe culture with the delivery of our training.

The National Child Safety Principles draw on the work of the Royal Commission, Australia's Children's Commissioners and Guardians and the 2005 National Framework for Creating Safe Environments for Children. They provide a national approach to embedding a child safe culture across all sectors of Australian society in which children are involved.

For more information, refer to the [National Principles for Child Safe Organisations | National Office for Child Safety](#)

8.3 Copyright

Under the Copyright Act 1968 (Cth) and regulations, copyright is a property that is founded on a person's creative skill and work. It is designed to protect the original form in which an idea or information has been expressed by the creator and prevent unauthorized use by others.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Refer to [Copyright basics | Attorney-General's Department \(ag.gov.au\)](#) for more information.

8.4 Privacy

The objective of the *Privacy Act 1988* (Cth) (**Act**) and Australian Privacy Principles, is to promote the protection of the privacy of individuals by providing the basis for nationally consistent regulation of privacy and the handling of personal information by entities. The Act provides for individuals to complain about an alleged interference with their privacy.

Refer to [Privacy | OAIC](#) for more information. Refer to [Policies - Lifeline Australia](#) to access Lifeline Australia's Privacy Policy.



8.5 Privacy Notice for Learners

The Privacy Notice at Schedule 1 of the National VET Data Policy sets out the privacy information a learner needs to know before they enroll with a registered training organisation (RTO). The RTO is responsible for providing this Privacy Notice to learners, usually as part of the enrolment process.

The Privacy Notice explains how personal information provided by the learner must be collected, stored, used or disclosed, together with training activity information. It also assists in establishing a learner's expectations of how their personal information and training data may be handled.

This Privacy Notice also makes it clear that the Notice is in addition to any other specific requirements RTOs are obligated to provide to their learners, e.g. under state or territory privacy laws.

Refer to [Schedule 1 of the National VET Data Policy for more information](#).

8.6 Statutory Cooling Off Period

This is not applicable to the DV-alert Program.

8.7 Work Health and Safety

Under the *Work Health and Safety Act 2011* (Cth) (**Act**), the primary purpose is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, learners, volunteers, and employers who perform work. The Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Refer to [Welcome | Safe Work Australia](#) for more information on work health and safety at the commonwealth level. Refer to [WHS regulators and workers' compensation authorities contact information | Safe Work Australia](#) for more information about state and territory laws in your jurisdiction.



9 Lifeline Australia Training Policies and Procedures

Refer to the RTO Compliance Manual for information regarding the following policies:

General Compliance Policies

- Learner Support Policies:
 - Supporting Learners with Disabilities Policy
 - Life Circumstances Policy
 - Access and Equity Policy
 - Confidentiality and Anonymity Policy and Procedures
 - Equal Employment Opportunity Policy
 - Harassment Policy
- Reasonable Adjustment Policy
- Underperformance Policy
- Extension, Deferral and Withdraw Policy
- Code of Conduct Policy

Training and Assessment Policies

- Recognition Policy:
 - Credit Transfer
 - Recognition of Prior Learning
- Assessment Policy:
 - Assessment
 - Re-assessment
 - Plagiarism
- Management and Monitoring:
 - Continuous Improvement - Feedback
- RTO Complaints, Grievances and Appeal Policy and Procedure

Other Policies

- Personal Information Management Policy
 - Security and Maintenance of Learner Records
- Privacy Policy
- Privacy Notice for Learners
- Work health and safety Policy